

AODA- Integrated Accessibility Standards Regulation ("IASR") Multi-Year Accessibility Plan 2026 – 2031

Objective

The following information supports the 2026-2031 Accessibility Plan which outlines the Policies and actions that the National Dental Examining Board of Canada ("NDEB") has and will put in place to improve the opportunities for persons with disabilities in accordance with the requirements outlined the Integrated Accessibility Standards, Ontario Regulation 191/11. ("IASR").

Statement of Commitment

The NDEB is committed to treating all individuals in a way that allows them to maintain their dignity and independence. The NDEB believes in integration, inclusion and equal opportunity, and is committed to meeting the needs of people with disabilities in a timely manner. We will work to identify, remove, and prevent barriers to accessibility and will strive to ensure that our services, communications, and facilities are accessible to all.

The NDEB is committed to complying with the Accessibility for Ontarians with Disabilities Act, 2005 ("AODA") and its associated standards, including the Integrated Accessibility Standards Regulation (IASR). Our plan shows how we will play our role in making Ontario an accessible province for all Ontarians.

We train every person as soon as practicable after being hired and provide training in respect of any changes to the policies.

We maintain records of the training provided including the dates on which the training was provided and the number of individuals to whom it was provided.

Under AODA, the following Integrated Accessibility Standards set certain requirements that are applicable to the NDEB:

- PART I- General Standards;
- PART II- Information and Communications;
- PART III- Employment;
- PART IV- Design of public space; and
- PART V- Customer Service.

The Multi-Year Accessibility Plan will be reviewed and updated at least once every 5 years.

Integrated Accessibility Standards

Part One (I): General Requirements

Accessibility Requirement	Strategies and Actions taken to Prevent and Remove Barriers	Timeline - Compliance Date
Establishment of Accessibility Policies	The NDEB has developed and implemented policies governing how it achieves accessibility and is committed to maintaining and reviewing such policies annually or as documented. Policies have been updated to incorporate new requirements after having surpassed the threshold of 50 employees. Notice of availability of Policy and Plan, including Statement of Commitment is in accessible formats and is posted on the NDEB's website. Further requirements for accessible formats will be provided upon request.	Last Updated June 2026 Completed
Establishment of Accessibility Plans	The NDEB has developed and implemented a Multi-Year Accessibility Plan to prevent and remove barriers to meet the requirements under legislation. The Multi-Year Accessibility Plan is posted on our website and will be provided in accessible formats, upon request.	June 2026 Completed & Ongoing
Training on AODA and the Human Rights Code	The NDEB has established and maintained a process to ensure that training with respect to accessibility and the Human Rights Code, as it relates to persons with disabilities, is provided to all employees and volunteers. Training is included in the NDEB onboarding process within fourteen (14) days of commencement of employment. Since crossing the threshold of 50 employees, the record of those trained is kept and maintained. Additional training shall be provided on any prescribed changes to legislation or policies.	June 2016 updated June 2026 Complete & Ongoing

Part Two (II): Information And Communication Standards

Accessibility Requirement	Strategies and Actions taken to Prevent and Remove Barriers	Timeline - Compliance Date
Feedback Process	The NDEB is committed to ensuring that our existing and future feedback processes for receiving and responding to feedback are made accessible to persons with disabilities. The NDEB ensures for the provision of accessible formats and communication supports, as requested, in a timely manner. Information on how to provide feedback is included on the NDEB's website, in the NDEB's Accessibility Policy and as part of NDEB training materials. The NDEB commits to reviewing our feedback processes (internally and externally) annually to ensure our processes reduce barriers where possible.	Updated June 2026 Complete & Ongoing
Accessible Formats & Communication Supports	The NDEB ensures to provide information, and communication supports accessible to persons with disabilities and will do so in a timely manner and at no additional cost and in direct consultation to the person making the request. The NDEB will publicly notify the public about the availability of accessible formats and communication supports via our Policy and Website.	June 2026 Complete & Ongoing
Emergency procedures, plans or public safety information	The NDEB is committed to providing and maintaining an office that is safe and all emergency response information and procedures that are made available to the public shall be provided in accessible formats or with appropriate supports, upon request within a reasonable and practicable time.	August 2021 Complete & Ongoing

Accessible Websites and Web Content	The NDEB will ensure its website meets or exceeds the requirements of the IASR, including WCAG 2.0 Level AA, and will strive to align with more current WCAG standards where practicable.	June 2021 – new website Completed Next web compliance review scheduled for Q2
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Part Three (III): Employment Standards

Accessibility Requirement	Strategies and Actions taken to Prevent and Remove Barriers	Timeline - Compliance Date
Recruitment-General	The NDEB confirms that it notifies employees and external applicants of the availability of accommodation, if required, for any applicants with disabilities in the recruitment process. The NDEB will provide training to hiring managers on AODA employment regulations to ensure they are practicing fair and accessible employment practices.	Most recent update June 2026 Complete & Ongoing
Recruitment, Assessment and the Selection Process	The NDEB undertakes to notify any job applicants when they are selected to participate in an assessment or selection process, that accommodations are available upon request in relation to the materials or processes to be used, including providing a notice of accommodation in the scheduling of an interview. When an applicant is selected and requests accommodation, the NDEB ensures that we will consult with the applicant and arrange for provision of suitable accommodation that considers the applicant's accessibility needs.	Most recent update June 2026 Complete & Ongoing
Notice to successful Applicant	The NDEB will notify a successful applicant, when making offers of employment, of our policies for accommodating employees with disabilities when providing an offer of employment and will be included with our offers of employment.	Most recent update June 2026 Complete & Ongoing

Informing Employees of Supports	The NDEB will inform all its employees of its policies used to support those with disabilities including but not limited to, policies on the provision of job accommodations which take into account a disabled employees accessibility need. Accommodation will be made available to new employees during orientation and the on-boarding process. Employees are informed of any updates or changes to related accommodation policies as soon as changes occur.	Most recent update June 2026 Complete & Ongoing
Accessible Formats & Communication Supports for Employees	NDEB employees with a disability will be consulted, upon request, to provide or arrange for the provision of suitable accessible formats and appropriate communication support for information that is required to perform the employee's job, and information that is generally available to employees in the workplace.	Most recent update June 2026 Complete & Ongoing
Workplace Emergency Response Information	The NDEB commits to providing individualized emergency response information to all new employees as part of their onboarding, or when notified, to its employees with disabilities. Information pertaining to individualized emergency response plans will be provided to the employee as soon as predictable after the NDEB is made aware of the employees' disability. With consent, the NDEB will provide the disabled employee's workplace emergency response information to the person(s) designated to provide assistance. The NDEB ensures that processes are in place to review an employees individualized workplace emergency response plan/information upon change to disability status, role, job location etc., to ensure accommodation requirements are being met accordingly.	Most recent update June 2026 Complete & Ongoing
Documented Individual Accommodation Plans	The NDEB has established an Accommodation Policy and Process for the implementation of documented individual accommodation plans for employees with disabilities and ensures that such processes include the requirements outlined in Section 28 (2) of the Regulation.	June 2026 Completed & Ongoing

Return to Work Process	The NDEB has developed an Accommodation Policy and Process that incorporates the return-to-work process for our employees who have been absent from work due to a disability and require disability-related accommodation in order to return to work. The Return-to-work process will be documented as outlined in section 29 of the Regulation.	June 2026 Complete & Ongoing
Performance Management	The NDEB will consider the accessibility needs of employees with disabilities, including individualized accommodation plans, when implementing performance management.	Last updated June 2026 Complete & Ongoing
Career Development	The NDEB will take into consideration the accessibility needs of its employees with disabilities and their individualized accommodation plans, if needed, when providing career development and advancement, including notification of the ability to provide accommodation on internal job postings.	Last updated June 2026 Complete & Ongoing
Redeployment	The NDEB takes into account the accessibility needs of its employees with disabilities and their individual accommodation plans, as applicable, into account when redeploying any employees with disabilities.	Last updated June 2026 Complete & Ongoing

Part Four (IV): Design of Public Spaces

Accessibility Requirement	Strategies and Actions taken to Prevent and Remove Barriers	Timeline - Compliance Date
Design of Public Spaces	The NDEB commits meeting and maintaining the Accessibility Standards for the Design of Public Spaces. The NDEB undertakes to ensure that any new or redeveloped reception or public waiting areas will be made accessible.	August 2021 Complete & Ongoing

Part Five (V): Customer Service Standards

Accessibility Requirement	Strategies and Actions taken to Prevent and Remove Barriers	Timeline - Compliance Date
Establishment of Policies	The NDEB is dedicated to giving people with disabilities the same opportunity to access our goods and services and allowing them to benefit from the same services, in the same place and in a similar way as other customers. The NDEB will establish and maintain our policies which govern the provision of goods, services and facilities to persons with disabilities. NDEB Customer Service Policy forms part of our Accessibility Policy which is available on our website and in accessible forms, upon request.	Last Updated June 2026 Complete & Ongoing
Use of Service Animals or Support Persons	The NDEB welcomes all persons with a disability to enter the premises with their service animal and keep it with them unless the animal is otherwise excluded by law. We will ensure that individuals are comfortable bringing a service animal into our premises and that the animal's working role will be always respected. The NDEB also welcomes all support persons for those with disabilities, with valid health and safety reasons, to our premises and at no time will a person with a disability who is accompanied by a support person be prevented from having access to their support person while in our premises.	Last Updated June 2026 Complete & Ongoing
Notice of Temporary Disruption	The NDEB will provide notice of any temporary disruption in our facilities or services used by persons with disabilities and will be provided to the person directly, if feasible, and via our website. Any notice will include information about the reason for disruption, anticipated duration and a description of alternate facilities or services available if applicable.	Complete & Ongoing

Training for Staff	The NDEB is committed to ensuring that training requirements for accessible customer service standards are outlined in our AODA training which includes our Accessibility Policy and provided to all new hires and volunteers as part of our onboarding process and within fourteen (14) days of commencement of employment. All records of such training shall be completed. We will provide ongoing training whenever changes are made to relevant policies or procedures.	Last Updated June 2026 Complete & Ongoing
Feedback Process	The NDEB is committed to ensuring that all existing and future feedback processes with respect to customer service standards are made accessible to persons with disabilities. Our feedback process is outlined in our Policies and on our website, including the accommodations available.	Last Updated June 2026 Complete & Ongoing

Contacts:

For more information on this multi-year accessibility plan or to receive this document in a different format, please contact the NDEB at:

Mail / In person
340 Albert Street, 12th Floor
Ottawa, Ontario, Canada K1R 7Y6

Telephone: 613-236-5912

Email: hr@ndeb-bned.ca